




For Complaints & Grievance Redressal

Customers who wish to provide feedback or record their grievance may use the following channels:

Level 1 	<ul style="list-style-type: none"> ❖ Submit a written letter to the branch/office and obtain an acknowledgement ❖ Call the Customer Service Helpline at 97908 97000 ❖ Email at customervoice@samunnati.com <p>Response will be provided within 10 working days from the date of receipt of the complaint</p>
Level 2 	<ul style="list-style-type: none"> ❖ Write to the Company at the below mentioned address: <p>Head of Customer Care, Samunnati Finance Private Limited, Baid Hitech Park, 129-B, 7th Floor, ECR, Thiruvanniyur, Chennai 600 041</p> <ul style="list-style-type: none"> ❖ Call the Head Customer Care at +91 44 66762400 ❖ Email - headcustomercare@samunnati.com <p>Response will be provided within 10 working days from the date of receipt of the complaint</p>
Level 3 	<ul style="list-style-type: none"> ❖ Write to the Company at the below mentioned address: <p>Mr C S Ramakrishnan, Grievance Redressal Officer, Samunnati Finance Private Limited, Baid Hitech Park, 129-B, 7th Floor, ECR, Thiruvanniyur, Chennai 600 041</p> <ul style="list-style-type: none"> ❖ Call the GRO at +91 78248 71254 ❖ Email - gro@samunnati.com <p>Response will be provided within 10 working days from the date of receipt of the complaint</p>

If customer wishes to escalate the complaint after 30 days of lodging the same with Samunnati, due to non-satisfactory response, the customer may

<p>Write to the Company at the below mentioned contact points:</p> <ul style="list-style-type: none"> ❖ Mr C S Ramakrishnan, The Principal Nodal Officer • Email - PNO@samunnati.com • Mobile number: +91 78248 71254 	<p>Customer can use Complaint lodging portal of the Ombudsman</p> <ul style="list-style-type: none"> ❖ https://cms.rbi.org.in <p>or email to</p> <ul style="list-style-type: none"> ❖ crpc@rbi.org.in <p>Kindly refer to the Salient features of the NBFC Ombudsman scheme displayed in our website/branches</p>
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